



Cal/EPA



Conducting Effective Interviews: A Course for Inspectors

Monday March 22, 2010
Health Services Complex
3851 Rosecrans St. San Diego

Wednesday March 24, 2010
South Coast Air Quality Management District
21865 Copley Drive, Diamond Bar 91765

Friday March 26, 2010
Los Angeles Regional Water Quality Control Board
320 W. Fourth St. # 200, Los Angeles
90013

This one day course assists environmental regulatory/inspection personnel in improving their interviewing skills to gain accurate information during inspections. The course requires student participation and utilizes role players to illustrate certain learning points. The course includes the following subjects:

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| 1. Effective communication | 6. Forms of symbolic communication |
| 2. Cultural considerations | 7. Nonverbal communication |
| 3. Active listening | 8. Note taking during an interview |
| 4. Methods to clarify the message | 9. Planning the interview |
| 5. Anger management techniques | 10. Reluctant interviewees |

The course is free but to attend you must apply and be approved by Cal/EPA and your supervisor to attend. Each session is limited to 50 participants. **To apply up for this course, email CKlein@waterboards.ca.gov with all of the information listed below.**

- Name
- Title
- Agency
- Program Area (CUPA, LEA, UST, air, pesticides, code enforcement, etc)
- Email address
- Phone number
- Duties (particularly as they relate to enforcement)
- Date and location where you would like to attend

More on reverse.....

You must apply on your own behalf; applications made by other than the applicant will not be considered. Incomplete applications will not be considered. The deadline to apply is: February 26, 2010. This class is for state, tribal and local government staff only.

Each class will be full, so please only sign up if you are sure you will attend.

This course is sponsored by the Western States Project and the California Environmental Protection Agency. The Western States Project is a US EPA funded nonprofit corporation located in the Department of Environmental Quality in Arizona and provides environmental enforcement training to the western United States. For more information, see <http://www.regionalassociations.org/>.

For more information on Cal/EPA training , see <http://www.calepa.ca.gov/Enforcement/Training/>.